

**Department of Health and Human Services
Differential Response Steering Committee Meeting
May 6, 2015
DRAFT Minutes**

Locations

Las Vegas: Division of Child and Family Services, 6171 W Charleston, Building 8, Conference Room B

Reno: Washoe County Department of Social Services, 350 S Center Street, 3rd Floor

Elko: Division of Child and Family Services, 1010 Ruby Vista Drive #101, Small Conference Room

Present

Las Vegas

Alicia Davisson, East Valley Family Services

Alma Spears, Boys & Girls Clubs of Southern Nevada

Angela Phillips, Olive Crest

Debbie Croshaw, DFS

Debora Flowers, DCFS – FPO

Jessica Barris, East Valley Family Services

Kristin Patterson, HopeLink

Toby Hyman, Gloria Sulhoff, DHHS/GMU

Reno

Chuck Carroll, DCFS Unity

Gigi Gentry, DCFS Unity

Joyce Buckingham, Ron Wood FRC

Karen Stoll, FRIENDS Family Resource Center

Kristen Monibi, WCDSS

Melissa Connors, Lyon County Human Services DR

Nancy Del Bon, DCFS Unity

Patrick White, The Children's Cabinet

Rique Robb, DHHS/GMU

Wendy Pearce, FRIENDS Family Resource Center

Wylie Evanson, Washoe County School District DR

Elko

Holly Zumwalt, Judy Andréson, and Lindsey Kincaid, Family Resource Centers of Northeastern Nevada

On Phone

Marla Morris, DCFS, FPO, Carson City

I. Call to Order, Welcome, Introductions and Announcements

The videoconference was unable to connect to Reno throughout the duration of the meeting. Reno participated via cell phone. Toby called the meeting to order at 9:15 AM and roll call was taken in Las Vegas, Elko, Reno, and on the teleconference line.

II. Public Comment

None

III. Approval of Minutes from February 4, 2015

Corrections noted:

Page 1: Correct spelling of Kelli Weishaupt's first name

Page 3, Item VI: Training for Washoe County should read "for the Rural Region"

Page 3, Patrick White's report: Correct spelling of Jacky from Jack

Page 5: Correct Kelli Weishaupt's name

- Patrick White motioned to approve the minutes of the February 4, 2015 meeting with corrections as noted. The motion was seconded by Alma Spears.

IV. Quality Improvement Case Reviewer Applications

Debora Flowers from DCFS talked about the process of Quality Improvement Case Reviews, which consists of one week of training and two days of case review. Training in Clark County was being held during the current week, with seven teams of two participating. Training in Washoe County is scheduled for August 3-8, and a second training in Clark County is scheduled for September 14-18. Toby added that she and Rique hoped to get as many people trained as possible in order to have a full list of reviewers to choose from when needed. She encouraged everyone to sign up and be available for reviews. Toby shared that she found the training and review process to be very helpful. She said reviewing cases helped clarify the importance of response timelines and collaterals when working DR cases. She added that it helps out our child welfare partners and lets the Feds see that the DR program is part of the system. The challenge of participating due to time constraints has eased, having been reduced from two weeks to one, with two days to review two cases. Rique asked for confirmation of the dates in Washoe County. Debora clarified that August 3-8 are the scheduled dates for reviews, not training; training has not yet been scheduled. Patrick pointed out that the August DR meeting is scheduled for August 5, which conflicts with the Washoe review dates. Toby thanked him for pointing that out and stated that anyone performing reviews would be excused from attending the meeting.

V. DR and SIPS and CPS Core Training

Toby stated that DR staff in the north participated in DCFS core training, which was very beneficial, but training the DR workers in the south is a challenge. The Clark County DFS classes are overcrowded due to influx of new personnel. Rique and Toby met with Jan Fragale, who is in charge of training for the state, to come up with ideas for DR staff training. They hope to come up with a plan in time for the start of the new fiscal year July 1. Next, Toby discussed the rough document that was sent out the previous afternoon, "Proposals for DR Staff Training". It included eight topics under Nevada Partnership for Training, which is a statewide training program for child welfare staff, foster parents and others. Out of their list of classes, these eight will be required training. "Child Welfare Ethics Basics" and "Mandated Reporter Training" are offered online; the rest are classroom based. The document also included web addresses for Quality Parenting Initiative, which offers online training, and Nevada Registry, which offers early childhood training for child care workers both online and on ground. Nevada Registry's calendar of classes is listed by county, and broken down by subject areas such as health and wellness, safety, etc. More classes are available, both online and on ground, and can be looked at once we get the basics down. We are trying to ensure that Clark is getting training comparable to the North. Rique requested that "Child Development 101" be a required course, and it was noted that Children's Cabinet offers training. Toby stated that by July, she should have a list of courses and training options identified as mandated courses. Certificates are given out for some of the classes and should be sent to Toby to verify that training was completed. Toby clarified that if staff has already taken a training, they will not be required to take it again. Rique has started drafting a check list of classes for new hires that includes

shadowing, intake, UNITY, etc. which she felt would be helpful in keeping track of training for new hires. She also asked for suggestions of classes that DR staff have taken and found valuable. Debbie Croshaw asked to see the list of mandatory trainings once it's ready. The question was raised as to how to get north rural Clark County to Core training. Rique stated that travel is a challenge in the Rurals and in some cases Core may not be an option.

VI. UNITY 2.0 Web Training

Rique introduced Nancy Del Bon, Gigi Gentry, and Chuck Carroll from DCFS to talk about UNITY 2.0. She thanked them for solving some serious challenges she and Toby were having in managing safety and closure of DR cases in UNITY.

Gigi explained that she had a presentation on UNITY 2.0 prepared, but due to the technical issues with the videoconference connection, the attendees in the south would not be able to follow along. She referred to the email sent by Toby that included a link to the UNITY documentation site. The site contains videos and a quick start guide that explains things like setting changes in Internet Explorer. A webinar orientation will be scheduled to familiarize everyone with the changes. The webinar will also include the opportunity to go live in the web environment and get a feel for it. The webinar should take about an hour, depending on how many want to dive in right then; some may prefer to explore it on their own. Rique said they would re-send the link and asked everyone to provide feedback on whether or not they are able to log in. Nancy said they have been working with the Help Desk to resolve some issues. Eventually the current UNITY will go away and only the web based version will be in use. She added that although people are shy to try a new system, once they do, they find moving around in a web environment more comfortable than regular UNITY. Judy Andréson asked how to access the website, because once they are logged in to VPN, the system doesn't allow them to access anything other than UNITY – including their printers, e-mails or the internet. Nancy stated that it depends on what VPN software you're using; State workers are able to log in to the website. She will take the VPN issue back to the office and have the tech people look into it to see what needs to be done.

VII. Program Updates Numbers Served

Toby reviewed the DR Program Report which included data through March 31, 2015. There were no adjustments to the numbers.

Program Services

Alma Spears, Las Vegas DR West: They have been busy nonstop, with 40 cases, and have been consistently over 40. They are seeing a trend of "unable to locate" and a lot of educational neglect. The CCSD deadline to turn in educational neglect was May 2; for year round schools the deadline is June 2 or 3.

Debbie Croshaw, Clark County DFS: Debbie announced two new Intake Supervisors – Devon Butts and Brianne Combs. Michelle Lefebvre left Intake and moved to the Training Unit; she was the liaison between DFS intake and DR. Shay Riggs-Horn is the DFS Intake DR Liaison now.

Alicia Davisson, Las Vegas DR East, Central and Pahrump: Alicia reported that they received 12 cases just that morning, and are back to full caseloads. She commented that Educational Neglect cases allow the DR staff to discover other issues the family may have and it is an opportunity to help those families. Alicia announced that this would be her last meeting due to her retirement and that Jessica Barris will be replacing her as DR supervisor.

Kristin Patterson, Las Vegas DR South: Kristen reported that they received a lot of new cases overnight and are probably around 40 now. They had a successful month getting children back in school; some volunteered to go back on their own.

Toby asked the group to please include successes like this in their monthly reports. It is gratifying to read about success; it's what the program is all about.

Angela Phillips, Las Vegas DR North: Both DR staff have full caseloads, with 22 and 20. Gisela is pregnant, and will be taking maternity leave. Angela hopes she makes it to July.

Debora Flowers, DCFS: Nothing further to report, just that they are moving along in Quality Assurance, preparing for case reviews and training. She looks forward to having DR workers come on board for the training and reviews.

Judy Andréson, Elko: They have eight cases, five of which are Ed. Neglect. Judy began to share a concern regarding an issue with a truancy committee that has been formed, but was cut off when the videoconference connection was lost.

Kristen Monibi, WCDSS: There were two teenage suicides this past month and the school district is on high alert. They are getting a little push back from families, and have been giving a lot of cases to Pat and Wylie to ensure families have information on suicide prevention. Rique stated that the media, in reporting the suicides, included a quote based on information obtained from the girl's caseworker. She was concerned of what might happen if another student sees it and felt too much information was being made public. It also makes the parents look neglectful. We need to educate parents beyond what is reported in paper.

Joyce Buckingham, Ron Wood FRC: The flu season has hit and seven staff are out sick. They have 15 cases, and have been lucky in that the DR workers have been able to make first contact from home. They are also dealing with Ed. Neglect cases.

Patrick White, Children's Cabinet: Patrick stated they are seeing a lot of suicides and the County is on high alert. Children's Cabinet provides the "SOS, Signs of Suicide", program and has been in the schools this week. All of their intake packets include SOS screening for the children. There are ten yes-or-no screening questions, and if any two are answered "Yes", they take immediate action. DR sees the family and mandates the family gets an immediate evaluation. Children's Cabinet has a certified SOS trainer on staff for their workers as well as for community trainings. Olympia has completed her internship and they are back to three full time staff. They also have a potential employee shadowing DR to see what it's like.

Lyon County: Melissa, reporting on behalf of Anna, who was not in attendance, said they have been averaging four cases since March. She finished Core training, and they are in the process of hiring another DR worker.

WCSD: Wylie is filling in for Mike who had knee surgery and will be out until May 26. Rebecca completed Core Training and has four cases now. Everything is going pretty good considering Mike is out.

Churchill: Wendy Pearce reported they have seven cases, several of them Ed. Neglect. She has been having discussions regarding the school reporting procedure; they made some errors in reporting. They also had a suicide in the community; they conducted some training with parents to recognize the warning signs and provided crisis intervention for a lot of their clients. Karen Stoll added that when they heard about the suicide, and other children considering self-harm, they went straight into the school and set up the state's SafeTalk program. She also announced that the FRC has moved. They received five days' advance notice that they would have to move, so things were hectic, but they are now at the old West End School building where they have a classroom and a separate playroom. They are happy to be in their new place and have an actual office now. The phone number remains the same.

Rique: Nothing further to add, but suggested putting together a list of statewide activities on suicide prevention. Judy Andréson asked Rique for an offline meeting regarding a truancy issue. Judy announced the Grandparent Respite program, which is a great resource in the north for grandparents 55 years or older who are raising grandchildren without support from the parents. The program has funds available to reimburse the grandparents for childcare. Toby comments that in the south, EVFS also has a respite program for grandparents.

Marla Morris, DCFS: Was participating by phone but had to leave at 10:00 so was not available to report.

VIII. Public Comment

None

IX. Adjournment

Toby reminded everyone of the next meeting date, August 5. The meeting location in the north will be in Carson City and there should not be any connection issues with the teleconferencing equipment. The meeting adjourned at 10:21 am.

Gigi gave her presentation on UNITY 2.0 to the attendees in Reno after the videoconference ended.